

## Medical Marijuana Registry

# Medical Marijuana Centers Update April 2013

This *Medical Marijuana Centers Update* provides a brief overview of policies, procedures and activities at the Medical Marijuana Registry For questions or comments, please contact us at 303-692-2184 or medical.marijuana@state.co.us.

The Medical Marijuana Registry supports Colorado citizens' medical care needs by administering a statewide program for legal access to medical marijuana.

#### **Update on MMR Processes**

The Registry is excited to announce that all backlogs have been eliminated! The following schedule indicates the standard turnaround time for the most common forms. *Please have patients contact the Registry if their paperwork is taking more time than indicated below.* 

- MMR 1001 Adult Application: Within 35 days of the date the Registry receives an application, the patient will receive either a card or a rejection letter detailing corrections required before the application can be recorded as complete and accurate.
- MMR 1002 Application for Patients Under 18
   Years of Age: In general, minor applications are
   processed within 35 days of the date the Registry
   receives them. In some cases, additional support
   documentation may be requested from physicians.
- MMR1003 Change of Patient Records: In general these are completed within 45 days of receipt. These forms are completed one week behind the application schedule to ensure database accuracy. Replacement cards are only printed for changes in name, tax exemption or homebound status. For all other changes, the database is updated without additional correspondence to the patient. If a card or letter is not received within 45 days, the patient may contact the Registry to verify changes have been made.
- MMR1004 Report of Lost, Stolen or Damaged Registry Card: Within 4 weeks of the date of receipt, patients will receive either a replacement card or a rejection letter. Before submitting form MMR1004 for cards that have not yet been received, have the patient contact the Registry for card status. We often receive form MMR1004 for cards that are in returned mail.
- MMR1005 Request for Patient Information: Within
   4 weeks the patient should receive requested information
   or a rejection letter. If patients need certified copies for
   court, please be sure that is indicated in the comments
   section. If patients have a more urgent need, they may
   contact the Customer Service Unit at the Registry.
- All other forms: In general, forms are processed within 4 weeks. Patients will receive a new card, confirmation letter or rejection letter to acknowledge the paperwork.
   If patients have not heard from the Registry within 4 weeks, have them contact Customer Service before submitting new paperwork.

### **Improve Patient Success**

- 1. Submit clear, readable photo IDs. A valid ID is required every time a patient submits paperwork. When sending IDs or social security cards, please enlarge the document by at least 150% and lighten the copy until the background fades but the text is clear and readable. Be sure patient contact information is written on the copy in case the Registry needs to follow-up.
- 2. Ensure accurate notarization. The number one reason for rejection, across all forms, is errors in the notary section. The following errors are most common:
  - Notary and patient signature dates do not match.

    Please double check the dates before the patient submits forms. If the notary must correct the dates, have him/her initial by the change.
  - Wrong name is printed in the notary section. The first blank is for the name of the patient or caregiver depending on the form. Often we receive forms with the notary's name in that section.
  - Notary seals don't meet Secretary of State requirements. If your notary is using an embossing seal, please DO NOT use a pencil or any other inking process to reveal the seal. Submit the original paperwork to the Registry. If copies need to be made for patient files, make a copy and emboss it as well. Effective August 2012, Secretary of State standards require any renewing notary to use only stamp-based notary seals. The standardized seal looks like this:

JOHN Q. SAMPLE
NOTARY PUBLIC
STATE OF COLORADO
NOTARY ID 20121234567
MY COMMISSION EXPIRES AUGUST 8, 2016

- 3. Encourage patients to use the customer service line.
  - Customer service representatives are available Monday through Friday from 9 a.m. to 10 p.m. and on weekends from 9:00 a.m. to 5:00 p.m. **Patients will get the quickest response by calling 303-692-2184 and selecting option 3.**
- 4. Clearly write out complete patient address. The Registry receives many cards back in return mail due to bad addresses. Please ensure that patients spell out street names and include apartment/unit numbers. To avoid breaches of confidential information, the Registry keys data from applications just as it is written on the form.

Medical Marijuana Registry, 4300 Cherry Creek Drive South, Denver, CO 80246 Phone: 303-692-2184 ● Fax: 303-758-5182 ● Email: medical.marijuana@state.co.us

Website: <a href="http://www.colorado.gov/cdphe/medicalmarijuana">http://www.colorado.gov/cdphe/medicalmarijuana</a>

#### **Procedural Highlights**

The Registry monitors trends in paperwork and patient activity in an effort to provide feedback to improve medical marijuana centers' ability to assist patients in navigating through the various processes required to obtain and maintain an active registration card. The following trends have been evident in the past few months.

- Patients have been submitting form MMR1004 Report of Lost, Stolen or Damaged Card forms to the Registry when they have never received a card. If a patient submits this form before contacting the Registry to verify card status, the patient often incurs needless notary costs and causes delays in card processing. In many cases, the patient's card has not been printed due to errors in the application, or the card has been returned to the Registry by the post office.
- Ensure proper paperwork for purchasing and paperwork submission. Recently, the Registry has received several Change of Patient Record forms with support documentation that appears mismatched and potentially fraudulent. There has been an increase in the number of patient forms received with support documents that do not appear to relate to the patient, such as IDs of unknown individuals. MMC staff IDs are not required at any time. In other cases, the support documents may be in the same name as the patient, but do not match other identity verifiers such as the date of birth, which could be an indicator of fraudulent purchases. As a protective precaution the Registry recommends that centers always verify the following:
  - Patient ID: The ID is valid at the time of purchase. If submitting paperwork to the Registry, will the ID be valid by the time the Registry receives the paperwork? If not, please encourage the patient to get a new ID before submitting paperwork. Expired IDs are a frequent reason for application delays.
  - Registration Card: All pertinent information on the card is readable and matches the patient's ID. Several
    centers have called recently to verify patient cards that are difficult to read due to wear-and-tear. If the card is
    damaged, please encourage the patient to submit MMR1004 Report of Lost, Stolen or Damaged Card form
    for a replacement card. In general a card is acceptable if:
    - o It has all the standard security features.
    - The issue and/or expiration date(s) can be clearly read. Sometimes dates land on the card fold and wear off. As long as one date is clearly legible, the Center may assume the card is valid for a one-year period.
    - o The patient's name and date of birth can be clearly read.
    - o The card number is complete and can be clearly read.
    - o The card does not have any writing or marks on it.
    - The card is not taped or laminated.
- Originally submitted applications for new patients is the only valid documentation, other than a registration card, which can be used for purchase. Patients may not use any other Registry form to purchase medical marijuana or products. In addition, if a new patient has his/her application rejected and submits corrections by certified mail, that DOES NOT extend to another 35 days of purchase. Per the Medical Marijuana Enforcement Division, only the original submission by a new applicant is considered a 'new application.'

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